

City of Chicago



While being able to locate field employees is important, the primary benefit of Xora GPS TimeTrack™ to the City of Chicago is improved staff communications. By speeding the delivery of information from the field to the office, the City can expedite the billing process, minimize paper-based reporting, and increase the efficiency of its entire operation.

Benefits

- ▶ Increases ability to manage worker activity and scheduling
- ▶ Minimize paper-based reporting
- ▶ Improve customer service and resolve disputes immediately
- ▶ Reduce costs associated with field staff resources

Challenge

Speed up the delivery and increase accuracy of information sent from field workers to the office to save tax dollars.

Solution

Today, each of the 175 inspectors from the Department's 15 bureaus (business units) has their phone equipped with the Xora GPS TimeTrack service. From the field, these mobile workers are able to record and transmit time and date stamped information, including property address and inspection status information, to the Xora data center, where it is available immediately for viewing over the Internet by the Department's 30 supervisors and bureau chiefs. This eliminates a significant amount of paper-based reporting.

Due to the GPS receiver in the phone, supervisors also have access, through the Xora service, to online maps that show the location of inspectors at any given time, and to reports that detail the workers' whereabouts throughout the day. This feature is particularly useful for resolving disputes with customers.

Results

- ▶ While being able to locate field employees is important, the primary benefit to the City is improved staff communications. By speeding the delivery of information from the field to the office, the City can expedite the billing process, minimize paper-based reporting, and increase the efficiency of its entire operation.
- ▶ There was an incident recently when a customer called to say an inspector didn't show up as scheduled. Right away, the City was able to generate a report that showed the location of the inspector at the time in question. Having that data empowers the office staff to provide accurate information to customers and to hold itself accountable.

Situation

The City's field employees recorded information, such as property address and inspection status, on paper, then submitted it to their supervisors and chiefs for review and approval. As one might expect, this process was inefficient and allowed for inaccuracies as to when inspections really occurred.

The City had also been using two-way radios to provide back office communication. Based on the success of this initiative, the City was looking for other technology solutions to improve efficiency and save money.